

BEFORE THE INSURANCE COMMISSIONER  
FOR THE STATE OF ARKANSAS

ARKANSAS INSURANCE DEPARTMENT     )  
PETITIONER                                 )  
   )  
VS.   )  
   )  
OLIVIA JOHNSON                                 )  
RESPONDENT                                     )  
NPN 9274727                                     )

A.I.D. NO. 2018- 022

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REVOCATION ORDER

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On this day, the matter of the producer's license of Olivia Johnson ("Respondent") came before Allen Kerr, Arkansas Insurance Commissioner ("Commissioner"). A hearing was held on January 3, 2018, in the First Floor Hearing Room of the Arkansas Insurance Department ("Department") pursuant to the Notice of Hearing dated November 21, 2017. The hearing was held before Chief Deputy Commissioner Russ Galbraith ("Hearing Officer") pursuant to his appointment by the Commissioner in accordance with Ark. Code Ann. § 23-61-103(e)(1). The Department was represented by Gray Allen Turner, Associate Counsel. The Respondent was not present.

FINDINGS OF FACT

1. The Commissioner of Insurance has jurisdiction pursuant to the Arkansas Insurance Code, specifically Ark. Code Ann. §§ 23-60-101, *et seq.*
2. Respondent resides in Memphis, Tennessee.

3. Respondent holds an Arkansas non-resident producer license.
4. Respondent was sent notice of hearing by regular and certified mail to the address she provided to the Petitioner.
5. On March 1, 2017, Arkansas producer Rusty Coffman filed a police report alleging that Respondent illegally removed and retained several sensitive insurance customer files from the All About Insurance agency office located in West Memphis, Arkansas. Mr. Coffman also filed a complaint against Respondent with the Arkansas Insurance Department for theft of company files.
6. On August 21, 2017, Arkansas Insurance Department Investigator Marjorie Farmer sent Respondent a certified letter requesting that she reply to the complaint and allegations in the police report. Respondent has not replied.
7. On September 26, 2017, Inv. Farmer sent Respondent a certified letter requesting Respondent to appear at an Investigative Conference on October 25, 2017. Respondent failed to appear at the conference and failed to respond to the conference notice.
8. On November 17, 2017, Respondent's non-resident Arkansas producer license was suspended in AID Order No. 2017-83.

### CONCLUSIONS OF LAW

From the Findings of Fact contained herein, the Commissioner concludes as follows:

1. The Commissioner has jurisdiction over the parties and the subject matter pursuant to Ark. Code Ann. § 23-61-103.

2. Respondent has failed to cooperate with the Department, a violation of Ark. Code Ann. § 23-64-512(a)(17). Specifically, the Respondent failed to attend an October 26, 2017, investigative conference and failed to respond to the conference notice.

#### RECOMMENDATION OF HEARING OFFICER

WHEREFORE, upon consideration of the evidence of record and the foregoing Findings of Fact and Conclusions of Law, the Hearing officer recommends the following:

1. That the Arkansas non-resident insurance producer license of Respondent Olivia Johnson be revoked.

A handwritten signature in black ink, appearing to read "Russ Galbraith", written over a horizontal line.

Russ Galbraith  
Chief Deputy Commissioner

#### CERTIFICATION

I, Allen Kerr, Insurance Commissioner for the State of Arkansas, do hereby certify that the above Findings of Fact, Conclusions of Law, and Recommendation of the Hearing Officer were made by and under my authority and supervision by Russ Galbraith, Chief Deputy Commissioner and Hearing Officer in this proceeding. I

hereby adopt the Hearing Officer's Findings of Fact, Conclusions of Law and Recommendation in full, as set forth herein.

THEREFORE, it is hereby ORDERED that the Arkansas non-resident producer license of Olivia Johnson, NPN 9274727, is revoked.

IT IS SO ORDERED THIS 23<sup>rd</sup> DAY OF Feb., 2018.

A handwritten signature in black ink, appearing to read "Allen Kerr", written over a horizontal line.

ALLEN KERR  
INSURANCE COMMISSIONER  
STATE OF ARKANSAS